Reservists deactivate; some stay the course

By Tech. Sgt.Charlie Miller 445th Public **Affairs**

Families and friends of 291 reservists can breathe a sigh of relief. Members of the wing deactivated Feb. 13 after the reservists spent most of the past 24 months in support of Operation Iraqi Freedom.

At its peak, the wing had 680

members mobilized. There are about 500 currently activated. Over 50 million pounds of cargo was flown over the past two years for all branches of the military and over 27,000 flight hours were recorded.

Wing C-141's moved close to 15,000 patients out of the Middle East and many more back to the US. They have also brought back home over 200 fallen military heroes.

One of the high profile missions was transporting Thomas Hamill, a civilian contractor who escaped from Iraqi captors last May. They also transported several Iraqi children for medical care, with one coming all the way back to Ohio.

But now, after all this work, it's time for some of the reservists to return to their civilian jobs. Others, however, will remain in place as they have volunteered to help with the continuing mission. Air Mobility Command at Scott AFB, Ill., asked the wing to continue flying aeromedical missions out of the Middle East until the end of the military fiscal year. Volunteers will continue doing so, but on a smaller scale.

Tech. Sgt. Herb Nicholson and Master Sgt. Sandi Richards are both with the 356th Airlift Squadron. While their two years have ended, they have volunteered to continue the mission for another 179 days or more if needed. Both sergeants and another 144 wing members ending their two years have volunteered to stay the course.

"I didn't go over there and help capture Saddam Hussein, but



being here was a great honor," said Sgt. Nicholson, an information management specialist with the squadron.

Sgt. Nicholson temporarily left his civilian job as a State of Ohio parole officer when he was called to active duty two years

"The thing that amazed me, and this was my first time being activated, was seeing all the

people like puzzle pieces dumped on the floor and watching it all come together and really mean something. The wing has taken it to a higher level. This is a big machine and I was humbled and really proud to be part of it. Without a doubt all the wing members have vital roles in the overall mission," the sergeant said.

Master Sgt. Sandi Richards, who works side-by-side with Sgt. Nicholson, is also ending two years of active duty.

"We are, in a sense, part of the big picture," Sgt. Richards said. "After being activated I was doing a lot of the same things I would do on a normal drill weekend, just at an accelerated pace."

One of the main duties the two sergeants had during the two years was to make sure the pilots and flight engineers of the 356th didn't get bogged down with administrative issues while flying virtually around the globe.

"If there was a problem with paperwork or pay we could at least jump into the middle and help them while they are off doing a mission. To some extent, we help them so they can keep flying the troops in and the wounded out," Sgt. Richards said.

445th members have volunteered for active duty tours in support of Operation Iraqi and Enduring Freedom and Noble Eagle. Typically, volunteer tours are 30 to 120 days. On the other side of the coin are those who were ordered to active duty. There are about 4,000 Air Force reservists currently activated.

Protecting and Spreading Freedom!

by 1st Lt.Chaplain Jonathan Kollmann 445th Protestant Chaplain

There is an ongoing question my family and friends ask me, "Jonathan why did you join the Air Force, especially while our country is at war? Aren't you afraid of being deployed?" I have given the answer proudly over and over about God calling me to serve our troops as a Christian Chaplain whenever and wherever.

Each member of the United States Air Force is called to courageously protect and preserve the rights of every citizen of the United States of America. If you study past wars, you realize every war we have fought had something to do with freedom. I truly believe God wants every person in this world to be free. In the Bible, God used Moses to free his people from Pharaoh. I believe history continues to repeat itself as we are called to extend the right of freedom throughout the world. Recently we have seen the Iraqi people taste freedom through the right to vote. The Iraqis did it courageously, in the face of tyrants. They are being freed! You and I are a part of it! Remember as we continue serving, God is a God of freedom and we are called to protect our freedom and spread freedom, while holding to this promise from God, Be strong and courageous, do not be afraid or tremble at them, for the Lord your God is the one who goes with you. He will not fail you or forsake you. – Deuteronomy 31:6

Thanking your employer

What a good time to thank your employer now that your activation is over or coming to an end soon. Most of you will be heading back to your civilian job. Even if you didn't get activated, this pertains to you also. There are many ways to thank your employer for their support while you were activated.



One way is to invite your supervisor to Employer's Day here at the wing on

April 2. The day is full of training to create a learning experience for your supervisor. For starters, we will have a mobility line like the one you go through. They will also fire weapons and fly the C-141 simulator. To top it off they will fly on a C-141 orientation flight and have lunch complements of Ohio ESGR committee. Unlike years past, you will also get to accompany your supervisor, pending military supervisor's approval.



Another way to thank your employer is to submit them for a "Patriot Award" on the Employer

Support of Guard and Reserve web home page at http://www.esgr.org/default.asp. Your employer will receive a Department of Defense Certificate of Appreciation and a Patriot lapel pin. All members of the National Guard and Reserve are eligible to nominate their employers. The form is self explanatory and will only take you about 10 minutes to complete the required fields.



Still another way to thank your employer is with an "Employer Pin" sponsored by Guardians of Freedom. You can also reach them on the web at http://www.yourguardiansoffreedom.com/EmployerPinAbout.aspx. Their form will also only take 10 minutes to complete. Your employer will receive a personalized thank you letter from Air Force Leadership and an employer's pin.

If you wanted to, you could stack the odds in you favor and do all three. After all, you can draw more bees with honey than vinegar. (445th AW/PA office)



Five wing Lieutenant Colonels selected for promotion to Colonel

The following U.S. Air Force reserve members of the 445th Airlift Wing made the select list for promotion to colonel.

Lt. Col. Frank Fuller, 89th Airlift Squadron Commander.

Lt. Col. Brian Dominguez, 356th Airlift Squadron Commander.

Lt. Col. Steven Doss, formerly the 445th Operations Support Squadron Commander

Lt. Col. Brad Tammaro, 445th Staff Judge Advocate

Lt. Col. Danna Lilly, formerly with the 445th Aermedical Evacuatron Squad-

The newely selected colonels now wait for Presidential approval and Senate confirmation before pinning on.

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C-141 Maintenance personnel earn

Air Force Outstanding Unit Award



by Maj. Ted Theopolos and Tech. Sgt. Charlie Miller 445th Public Affairs



Senior Airman Alvin Smith uses a heater unit to de-ice a C-141 engine in sub-zero wind chill factor. The aircraft was being prepared for a mission to Germany and onto Iraq. (Photo by Master Sgt. Doug Moore)



Air Force Reserve Command just announced organizational awards for 2004. Bluesuiters in 16 AFRC organizations can now add a ribbon or device to their military decorations. One of the units that earned the Air Force Outstanding Unit Award is the 445th Maintenance Group at Wright-Patterson.



The 445th MXG is comprised of three squadrons and one flight. The assigned units are the 445th Aircraft Maintenance, Maintenance, Combat Logistics Support Squadrons and the Maintenance Operations Flight. Together, they make up the largest group assigned to the 445th Airlift Wing comprising of approximately 500 reservists.



"A super busy year with our dedicated and talented technicians stepping forward to ensure we met the three –fold surge in flying hours," said Col. Robert Hunter, commander of the 445th Maintenance Group. "We worked a 24/7 schedule and were especially busy on all the major holidays."

"What they do is just phenomenal," said Col. Bruce Davis, commander of the 445th Airlift Wing during a recent interview with a local reporter referring to the maintenance personnel. The commander went on to explain how difficult it is to keep a 60's vintage aircraft flying, but they find ways to get it done.

Maintenance personnel are responsible for sixteen C-141 C-model Starlifter aircraft. Maintainers have to prepare the aircraft for missions into and out of the Middle East for Operation Iraqi Freedom, bringing back wounded, sick and injured. Sixteen maintenance personnel are deployed to Ramstein Air Base, Germany to maintain the C-141 flown there. Over 250 personnel from the group have been activated for approximately two years to support this critical mission.

Not only are the aircraft in the desert, they are currently flying to McMurdo Station, Antarctica for Operation Deep Freeze supporting the scientific foundation. A hand-full of maintenance personnel are in New Zealand supporting the C-141 mission there.

"It's a good incentive to keep doing the work we're doing, knowing that you are appreciated enough to get the AF Outstanding Unit Award," said Tech. Sgt. Pete Livoti from the 445th AMXS. "A lot of people deserve this. Everybody works hard at their job."

The same reflections were mentioned by co-worker Senior Airman Alvin Smith. "One reason the group won the award is that the guys are devoted to their jobs; they have a passion for what they do," said the airman. "It makes you want to do more now."

In the desert or on the ice, 445th C-141 maintenance keeps them flying. A formal ceremony acknowledging their achievement will be held at a later date.

Reservists attend Inaugural

by Tech. Sgt. Charlie Miller 445th Public Affairs

Several members of the 445th Airlift Wing did not have to watch the inaugural celebrations on television from their living rooms back home in Ohio; they got to see it all live and in person in the nation's capital.

The Air Force Reserve Command requested that some wing members attend the ceremonies and Tech. Sgt. Chris Kotsko, 445th Aeromedical Evacuation Squadron was selected to go.

"Lt. Col. [Allen] Gilbar, [445th AES Director, Aeromedical Operations] nominated me," Sgt. Kotsko said. "It was an honor and a privilege just to be there."

The sergeant and his wife, Jodi Billman-Kotsko, attended several events in Washington, D.C. during the inaugural celebration. Five other airmen from the wing went also; two were able to bring their spouses.

The wing members and their spouses attended the pre-inaugural gala, "Saluting Those Who Serve," which was held at the MCI Center on Jan. 18 and hosted about 10,000 mostly military people. The crowd was treated to an outpouring of thankfulness and recognition by Hollywood stars, Nashville entertainers and, most importantly, their commander in chief.

"The gala was very, very impressive," the sergeant said. "There was a large big screen closed circuit TV set up with links to Bagram Air Base, Afghanistan and Baghdad, Iraq. A few introductions were made by military members from there. There was a special section for Medal of Honor recipients."

"The President sat amongst the troops," Sgt. Kotsko said. "He was perhaps six feet from us. This was a great experience, a once-in-a-lifetime experience. It reinforced why we wear the uniform. It's not for the pay."

"The Gala was my favorite," the sergeant said. "It's hard to put it in words, but there was not a dry eye in the house



Reservists from the 445th met up with other military members before entering the pre-inaugural gala, Saluting Those Who Serve, at the MCI Center on Jan. 18. 445th members pictured *left*, Tech. Sgt. William Fisher, third from left, Tech. Sgt. Rebecca Timmons, fifth from left, Tech. Sgt. Carl Hayden all from the 89th Airlift Squadron and sixth from left, Tech. Sgt. Chris Katosko, 445th Aeromedical Evacuation Squadron. (Courtesy Photo)

for two hours. It was so inspiring. They made everyone in uniform feel so special. I wish everyone could have attended."

Jodi Billman-Kotsko echoed her husband's feelings about the Gala.

"Fabulous! Oh, my, gosh, I can't even describe how very inspiring it was," she said. "So heartwarming. We were treated like kings and queens, like celebrities and given the red carpet treatment the whole time we were there."

Mrs. Billman-Kotsko spent some precious time with a number of other military spouses.

"The camaraderie with the other wives was wonderful. It was great to be able to talk to someone who's gone through the same thing when their husband was gone," she said.

The Gala ended at 1 a.m. Friday morning then the wing members had a two and a half hour bus ride back to Dover Air Force Base, Delaware, where they all were staying. But according to the reservists, it was worth it.

The 445th members and spouses were given the much sought after Commander In Chief coin and other gifts. They got to see the vice-president and his wife, former President George Bush and his wife, and

John Michael Montgomery, who performed "Letters From Home," Gloria Estefan, Darryl Worley, who performed "Have You Forgotten" and Kelsey Grammer, who served as host.

"We went to three different events, the Gala, the inaugural parade and the Commander In Chief's Inaugural Ball which occurred the evening of the swearing in," Sgt. Kotsko said.

Some of the wing members attended all three events with the Kotskos, some did not. All members wore their dress blues uniform to the events they did attend.

The wing members were given choice seats to view the inaugural parade.

"We were sitting in bleachers close to where the President got out of his limo and walked to the reviewing stand," Sgt. Kotsko said. "We were close to him there, too."

"I was on my very first set of orders," beamed Mrs. Billman-Kotsko. While she has no military background, she has experienced a lot just by being a military spouse. Now the Kotskos and the other wing members have a new and unquestionably unique experience to reflect upon.



Survey Says,

"Training can be

FUN"

445th Services spice it up with a game show

by Senior Airman Nicole Talbert 445th Public Affairs

"Name an action you take when you find an unexploded ordnance (UXO)," said the Family Feud game show host.

contestant: "MARK IT"
"Survey says..." Bing! Bing!
contestant: "ROPE OFF AREA"
"Survey says..." Bing! Bing!

So who's the host?... Richard Karn?... probably not at the 445th Services Flight.

Staff Sgt. Douglas Watson, the 445th SVF Unit Training Manager and Family Feud game show host, and Senior Airman Jason Hague, a services apprentice of the 445th SVF and game show producer, incorporated the rules of the actual game show hosted by Richard Karn. The game reviewed ATSO, the ability to survive and operate in wartime atmospheres.

"My goal is to incorporate fun into training," said Airman Hague.

The flight, divided in half with nine players on each side of the room and a game board in the center, became the Tanners vs. the Waltons. The game board, approximately five by seven feet displayed on a projection screen, revealed the survey answers and tallied the players' points for all to see.

Participants were asked questions from the AFMAN 10-100, the Airman's Manual, about what the wing thought was true. Airman Hague sent a survey in January via email to wing members, receiving about 100 responses. He spent nearly a dozen hours processing survey responses and preparing for the game show set-up.

"You remember things better when you're enjoying it," said Senior Master Sgt. Julie Damron, superintendent of the 445th Services Flight.

Clapping and cheering, the Tanners revved-up for a quick victory.

During the face-offs, opponents were paired opposite each other with steady fingers ready to jab the "buzzer," the Tanners proved to be the dominant team. All nine family members had a chance to either yell out the answer or scramble to find it in their Airman's Manual, all within 30 seconds. However, for



Senior Airman Jason Hague reads a training question while Senior Airmen Michael Bonham, right, and Jerrod Campbell, left, await anxiously to be the first one to hit the buzzer without striking out during the Family Feud game show. (Photos by Senior Airman Nicole Talbert)

each incorrect answer, a large "X" flashed on the board. Three strikes turned the board over to the opponent.

"Everything is as authentic as possible," said Airman Hague, "the sounds and graphics included."

With only six questions answered, the Tanners advanced to the Fast Money round. Two Tanner family members, Senior Airman Angela Beall, a services apprentice, and Staff Sgt. Kari Mechenbier, a services journeyman, were the participants of this round. Sgt. Mechenbier was given 20 seconds to answer five survey questions; meanwhile Airman Beall had left the stage (room). Airman Beall came back on stage and answered the same five survey questions. The Tanners gained an additional 180 points during this round.

With over 700 points earned total, the Tanners won \$900. They will not be taking home the money like Karn's game show winners; they just get to brag about it.

Family Feud was the second game show this flight participated in as an effort to prepare for wartime. During the January unit training assembly, members played a game of Jeopardy, "think" theme music included.

Airman Hague plans to incorporate other game shows like "Who Wants to be a Millionaire," and "American Idol," as part of the 445th SVF's wartime readiness preparation.

Staff Sgt. **Douglas** Watson, asks for answers to the survey question from each player, seated left to right, SrA. Michael Bonham, Tech. Sgt. Carlos Vargas, Staff Sgt. Scott Herbert, and SrA. Angela Beall.



Optional dental program available to reservist

by 445th Aerospace Medicine Squadron



The Tricare Dental Program (TDP) is a voluntary, comprehensive dental insurance program offered worldwide by the Department of Defense to Selected Reserve and Individual Ready Reserve (IRR) members and/or their family members. United Concordia (UC) is the administrator of this program.

Enrollment is initiated by the sponsor and is accomplished by completing a TDP Enrollment Form and submitting the required payment to United Concordia. Enrollment can be accomplished two ways: complete a TDP Enrollment Form (forms can be downloaded) and mail the form with required payment to United Concordia, or you may enroll online (www.ucci.com), submitting the required payment via credit card. It is recommended that members contact United Concordia's Customer Service at 800-866-8499, before receiving initial treatment, to confirm the effective date of coverage. Once enrolled, sponsors will receive the TDP Benefit Booklet. Each member will receive a TDP Identification (ID) Card that should be presented at each office visit

Completing your dental requirements

Please take the opportunity to complete your dental portion of the RCPHA early. Dental health assessments must be completed yearly. Mandatory military examination will be conducted every third year at age 19, 22, 25, etc. In the two years between military dental exams, the service member accomplishes a civilian dental exam, with the civilian dentist completing a DD Form 2813. Please contact your unit Health Monitor to confirm your dental requirements. There is a 6-month window in which

The following chart should clarify when a member is able to turn in a DD 2813:

MEMBER'S BIRTH MONTH DD 2813 (EXAM DATE NO EARLIER THAN):

January 01 August 01 September **February** 01 October March **April** 01 November 01 December May June 01 January July 01 February August 01 March **September** 01 April October 01 May November 01 June December 01 July

the member must return the completed DD 2813. The form must be returned to the medical squadron with an exam date **NO EARLIER THAN** 6 months prior to the member's birth month.

Please call the 445th Aerospace Medicine Squadron at 257-5200 if you have any questions concerning your dental requirements. In accordance with AFI 48-133 p 14.14.2.2, failure to complete the dental portion of your RCPHA may lead to discharge IAW 36-3209, "Separation and Retirement Procedures for Air National Guard and Air Force Reserve Members".

Included are the links to the DD form 2813 and the dental insurance information for future use.

http://www.dior.whs.mil/forms/DD2813.PDF

http://www.ucci.com

http://www.ucci.com/forms/TDPBenefitBooklet.pdf

445th Night out with the Dayton Bombers



Welcome and Congratulations!

Promotions

Congratulations to the following personnel, recently promoted to the rank indicated.

Airman Basic

Rachel Bruce, 445 ASTS Erin Hodge, 445 ASTS Danielle Keiser, 445 ASTS

Airman

Jasmine Brown, 445 CES Dusty Grimes, 445 CES Michael Scinto, 445 OSS Aaron Shepherd, 445 LRS

Airman First Class

Scott Bunch, 445 AMXS Joseph Doty, 445 AMXS Aaron Kohlmorgen, 87 APS Joshua Musser, 445 ASTS Sunny Saltzman, 445 ASTS Grant Whittington, 445 AMXS Timothy Wright, 445 CES

Technical Sergeant

Carrie Ruby, 445 OSS

Second Lieutenant

Michael Shampine, 356 AS

First Lieutenant

Kevan Curran, 445 AMDS Joshua Springman, 89 AS

Captain

Adam Fink, 89 AS

Awards

Congratulations to the following 445th AW members who recently earned awards.

Meritorious Service Medal

Maj. Curtis Luther, 445 OSS Maj. Gretchen Mulhorn, 445 **AMDS** SMSgt. Michael Campbell, 87 APS SMSgt. Kenneth Malinowski, **445 AMXS** MSgt. Joann Russo, 445 CLSS MSgt. Robert Hamsik, 445 CLSS MSgt. Philip Hall, 445 AMXS TSgt. Donald Jones, 445 AMXS

AF Commendation Medal

Capt. Shelly Benson, 445 AW Capt. Scott Huddle, 445 AMDS MSgt. Kellie Hamilton, 445 AW MSgt. David Plevniak, 445 CF TSgt. Rudolph McIntosh, 445 ASTS

TSgt. Keith Thomas, 445 MOF TSgt. Bobby Webb, 445 AMXS

AF Achievement Medal

SSgt. Terry Reisenger, 445 AW

Newcomers

Welcome to the following reservists, recently assigned to the 445th AW:

MSgt. Lashunda Lewis, 445 MG TSgt. Antonio Cerra, 445 MXS SSgt. Jason Cox, 445 MXS

SSgt. Johnny Gornall Jr., 445 AES SSgt. Carl Kinley, 445 SFS SSgt. Martin Mashon, 445 LRS SSgt. Eugene Renney, 445 AMXS SrA David Harvey, 445 AES SrA Bryan Johnson, 445 AES SrA David Reagan, 445 CLSS SrA Joshua Saltzman, 445 ASTS SrA Thomas Stanley III, 445 LRS SrA Kelly Valente, 445 ASTS SrA John Wernke, 445 CES A1C Daniel Lander, 445 AMDS A1C Nicholas Larmann, 445 AMXS A1C Steven Mauter, 445 AES A1C Clifford Moore, 445 AMXS A1C Joshua Muser, 445 ASTS A1C Jacob Nelson, 445 AMXS A1C Michael Reagan, 445 AMXS A1C Devona Wicks, 445 AMDS A1C Cory Wilson, 445 AMXS Amn Victor Salinas, 445 AMDS Amn Nicole Stewart, 445 LRS Amn William Willis, 445 CES AB Danielle Keiser, 445 ASTS AB Aaron Shepherd, 445 LRS

Reservists head north to Alaska

by Maj. Ted Theopolos 445th Public Affairs

wenty-four reservists from the 87th Aerial Port Squadron headed north to Alaska to Elmendorf Air Force Base for their annual training. Under sunny skies here, they arrived there in foggy weather with temperatures dipping to 10 degrees below zero.

Reserve aerial porters will augment by working along side their active duty counterparts. "They'll be working in the air terminal operations, ramp and cargo buildup sections and passenger terminal." said Chief Master Sgt. Robert Jamison from the 87th APS. "They'll be working all three work shifts."

Elmendorf AFB is adjacent to Anchorage and is the largest Air Force installation in the state. The base was originally named Fort Richardson and Elmendorf Field, but when the Army left after World War II the Air Force took over and the base was renamed Elmendorf AFB. The name was originated from Capt. Hugh M. Elmendorf, who was killed in 1933 while fight testing an experimental fighter near Wright Field, now Wright-Patterson AFB, Ohio.

"Our team will assimilate into the 703rd Air Maintenance Squadron there," said Lt. Col. Richard Johnson, team chief for the deployment. "We're going to show them that the 87th came



to work. No matter what kind of work they have for us, we're ready."

"This is only the second time the 87th APS reservists have gone to Elmendorf," said Chief Jamison. "The last time was in September of 2003."

Mark your Calendars

445th Annual Golf Scramble

When:

Friday, June 17, 2005 9:00 a.m. Shotgun Start

Where:

Sugar Isle Golf Course New Carlisle, Ohio

Other Info:

\$200.00 per team Includes food and drink!

For more information contact: Senior Master Sgt. John Gram at 257-3434 or Master Sgt. Curt Shiner at 257-3925.

Military Ball

The 445th Military Ball is Saturday, May 14, 2005, at the National Air Force Museum. Social hour starts at 6:00 p.m. and dinner at 7:00 p.m. Purchase your tickets from your first sergeant for \$30.00 for enlisted and \$35.00 for officers.

Employers Day

The 445th Employer's Day is Saturday, April 2, 2005. Reservists who wish to nominate their supervisor must complete the form by March 21, 2005, located in the February issue of the *Buckeye Flyer*. Reservists are welcome to spend the day with their employer for all activities. For more information, contact the 445th Public Affairs office at 257-5784.



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Reservists switch to myPay; LES becomes paperless

ROBINS AIR FORCE BASE, Ga. – Jan. 1 was the deadline for Air Force reservists to start using myPay, the Internet method for managing pay.

If they didn't sign up, they may find it difficult to know how much they are getting paid. The Feb. 1 leave and earning statement is the last paper copy reservists will receive through the mail. The change for Air Force Reserve Command civilian employees depends on local bargaining obligations at their units, but eventually they too are to use myPay.

Under the myPay program, people view their LES online. If they don't have access to the Web at home or at work, they should contact their respective reserve or civilian pay offices.

To use their myPay account, reservists were supposed to activate their personal identification number by Dec. 31.

If reservists don't have a PIN or need a new one, they can obtain a temporary PIN through their reserve pay office or the local Air Force finance office, said Mike Bilbrey, chief of the management and finance branch at Headquarters AFRC.

"These offices have 'trusted agent' access and can assign a PIN," he said. Another way to obtain a temporary PIN is by going to the myPay Website at https://mypay.dfas.mil and selecting the "new pin" button on the homepage. It may take 10 business days from the date of the request for mail delivery of the new PIN.

In addition, reservists can ask for a new PIN by fax or mail. They need to sign their request and give their full name, social security account number, a copy of their military photo identification and a daytime telephone number.

The fax number is (216) 522-5800 or DSN 580-5800. The mailing address is:

DFAS-Cleveland/Code PMMCCA, Attn: myPay, 1240 East 9th Street, Cleveland OH 44199-2055.

The new temporary PIN will contain the last five digits of the person's social security account number.

People should wait at least two business days before using their PIN if they got it by fax and four days if by mail. They will not receive confirmation that their PIN has changed. (AFRC News Service)